

**Integrative Family Medicine of Connecticut**   
**NEW PATIENT GUIDE**

Please read the following prior to your first visit with Dr. Geis

Dr. Geis is an out-of-network provider and **all visits must be paid in full by the patient** at the time of the appointment. However, after your office visits you will be given a claim form (for all services excluding injections) that you can submit to your insurance for potential reimbursement. **We recommend calling your insurance provider prior to your first visit** to determine your eligibility and benefits. Information has been provided at the bottom of this form for guidance during your call.

Please note that **our office does not submit or follow-up on claims for visits with Dr. Geis**; it is the patient's responsibility to submit these claims in a timely fashion and reach out to their insurance directly with any questions/concerns.

Our office **does not provide any claim forms for prolotherapy/trigger point injections or other injections**, as these are not commonly reimbursable out-of-network services. If you receive these treatments, you will be given a separate receipt for these services. However, this receipt is for your records only and is not a medically coded form for submission to insurance.

In the event you receive reimbursement for your office visit and/or osteopathic manipulation treatment, the payment should be sent directly to you from your insurance provider. However, there are instances where reimbursements are sent to our office. If this occurs **you will be notified via email within 5-10 business days of receipt**. The email will include details regarding the refund you will receive.

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The following information can be used during your call to insurance, however please note that **this is only to be used as a guide and should not be considered a complete list or guarantee of coverage or reimbursement**.

First, let the representative know that you will be seeing an out-of-network specialist and want to determine what coverage you may have for Dr. Michael Geis (Osteopathic Physician). You will be requesting coverage for: **general office visits** and **osteopathic manipulation treatments**.

If the representative would like specific coding, you may provide the following:

1. **99203 or 99204** (**new patient** office visit codes; the 3 or 4 ending will depend on the length/complexity of your appointment)
2. **99213 or 99214** (**return patient** office visit codes; the 3 or 4 ending will depend on the length/complexity of your appointment)
3. **98928** (**osteopathic manipulation** code; used with almost every visit)

Once they tell you what will be covered, be sure they also tell you what your **out-of-network deductible** is so that you have a good understanding of when you will start receiving reimbursement.

If you have any questions please don't hesitate to contact us.